

THE BEACONview

STATE OF NORTH CAROLINA Office of the STATE CONTROLLER

BEST SHARED SERVICES PREPARES FOR PROJECT GO-LIVE



"BEACON is about providing employees with new tools and information to better manage their work, their personal information and their careers."

— State Controller
Robert L. Powell

Deployment Group I (January 2008)

Department of Administration/
Lt. Governor's Office
Department of Revenue
Department of Transportation
Governor's Office /Office of State
Budget & Management
Information Technology Services
Office of State Controller
Office of State Personnel
State Board of Elections
State Board of Ethics
Board of Opticians
Psychology Board
Board of Auctioneer Licensing
Board of Barber Examiners

** All other agencies are
scheduled to go-live
April 2008.*

As the BEACON HR/ Payroll Project prepares to launch on December 15, OSC is staffing the BEST (BEACON Enterprise Support Team) Shared Services Center to help agencies make the shift from old systems to the new one.

The center will be staffed with agents who will be accessible by phone, e-mail, fax and postal mail. They will provide timely and reliable service in answering questions and executing important human resources, benefits and payroll activities.

Agents also will help state employees conduct their own human resources and benefits transactions using the BEACON Employee Self Service portal.

Some of the advantages to creating a shared services center include:

- Providing accurate, consistent and timely answers to human resources, benefits and payroll questions based on standard processes, policies and procedures
- Transferring many processing activities away from agency human resources departments so they can focus on more strategic priorities
- Partnering with agency human resources departments to offer a variety of ways for state employees to have their human resources, payroll and benefits questions answered
- Providing SAP system maintenance and assistance to ensure that the BEACON HR/Payroll system continues to meet the needs of state employees and human resources and payroll administrators now and in the future




Lead BEACON Trainer Sue Crittenden delivers training to some new BEST Shared Services Center employees.

In conjunction with the BEACON HR/ Payroll rollout, state employees will receive a unique employee identification number

The eight-digit number is generated by the ORBIT retirement system, and will follow employees through their state service and into retirement. Employees who call the BEST Shared Services Center will be prompted for their Employee ID number.

Employees who forget their Employee ID number will be asked to provide their first and last name; agency name; date of birth; home address with zip code; and the last four digits of their Social Security number.

The Department of Transportation and temporary employees of Group One agencies will begin using the new HR/Payroll system on December 15. Group One agencies come on board January 1, 2008, and Group Two agencies on April 1, 2008.

BEST Shared Services agents will be available from 7 a.m. to 7 p.m. Monday through Friday beginning December 17 for DOT and Group One temporary employees; January 2, 2008, for Group One agencies; March 10, 2008, for Group Two temporary employees; and April 1, 2008, for Group Two agencies. 

BEST SHARED SERVICES CENTER LEADERSHIP TEAM NAMED, BEGINS STAFFING

Herb Henderson has been named as the director for the BEACON Enterprise Support Team Shared Services Center. Henderson, who has served as the human resources director for the Department of Transportation since 2004, will be responsible for staffing and managing the new shared services organization.

"The Shared Services Center is a key part of the BEACON program because it will be the initial point of contact for state agencies and employees on payroll and human resources issues," said State Controller Robert Powell. "Herb's background in those areas includes both state government and private industry experience. We are fortunate to have someone with his credentials who can help establish this critical service."

Before joining DOT, Henderson served as executive director of human resources for Madison River Communications in Mebane and in several executive positions for customer service and human resources with the Sprint Corporation Mid-Atlantic Region.

Henderson is a native of Tennessee. He graduated from East Tennessee State University in 1972 with a B.S. degree in physical education, health and biology. He was a teacher and coach in the Chattanooga public school system for several years before joining Sprint Corporation as a marketing training instructor.

Joining Henderson on the Shared Services leadership team are:

Terry Senter, Contact Center Manager

Senter, a graduate of North Carolina State University, has worked 18 years in a variety of human resource and information technology support positions within state government, with the last 13 years being in the Office of the State Controller. She was



From left to right: Herb Henderson, BEST Shared Services Center Director; Wendy Griffin, Time Processing and Transactions Manager; Terry Senter, Contact Center Manager; Julie New, Human Resources Processing and Transactions Manager; Ray Scerri, Benefits Processing and Transactions Manager.

instrumental in the implementation of the Statewide Foreign National Compliance Program from 2004-2006. Senter served as the Support Services Manager with the Office of the State Controller before transitioning to the BEACON HR/Payroll Project Team where she has worked on the implementation and development of the Shared Services Center.

Julie New, Human Resources Processing and Transactions Manager

New joined the BEACON HR/Payroll Project Team in April 2006 as the State Human Resources Lead. With more than 28 years of human resources state government experience, New has position management and salary administration experience at both the division and agency levels as well as Office of State Personnel experience.

Ray Scerri, Benefits Processing and Transactions Manager

Scerri has been a member of the BEACON HR/Payroll Project Team since October 2006 as the State

Benefits Lead. Scerri came to the BEACON Program from North Carolina State University where he was the benefits manager and human resources/benefits business application analyst. He has more than 10 years experience as a human resources/benefits professional.

Wendy Griffin, Payroll, Time Processing and Transactions Manager

Griffin has more than 17 years of state experience in a variety of roles. She joined the BEACON HR/Payroll Project Team in June 2006 as the Payroll Team Lead. Prior to joining the project she was the Director of Payroll and Insurance for the Department of Transportation. She also has worked for the Department of Health and Human Services in the Division of Vocational Rehabilitation as a lead accountant in the fiscal section. Griffin began her state employment with North Carolina State University. While at the University she worked in the payroll office as well as in the personnel office for the College of Engineering. 

HR/Payroll LAUNCH JUST THE BEGINNING FOR BEACON PROJECTS

When the BEACON HR/Payroll Project goes live on Dec. 15, it will be more of a beginning than an ending for BEACON. Future additions and enhancements planned under BEACON include:

Data Migration Project (July 2008)

-- Consists of migrating legacy payroll and human resources system data into SAP's Business Intelligence warehouse. The project aims to create seamless reporting from SAP R/3 and SAP Business Intelligence that includes the necessary historical data to support the BEACON HR/Payroll system. In order to resolve back pay claims, leave, and other retroactive adjustments, the State maintains payroll earnings and master data files which must remain accessible for future processing. In addition, the State is retaining summarized and detailed historical information from the current personnel system.


e-Recruitment (Late 2008 -- Early 2009) -- The e-Recruit application will replace the State's PMIS (Personnel Management Information System) jobs application to help human resources offices manage the recruiting process -- from posting a vacancy to hiring the right candidate for the right job. Among other things, the tool allows managers to screen, filter and sort candidates.

Training and Events Management

(Late 2008 -- Early 2009) -- The Learning Solutions (LSO) application will provide state agencies with the tools they need to meet their training needs and requirements. This application integrates with the Employee Self Service portal to create curricula and assign prerequisites; schedule training rooms, equipment, trainers

and attendees; and provide reporting capabilities for employee learning history, qualifications and certificates.

Financials Planning (\$1.5 million in 2007-08 budget)-- The BEACON Program is currently in the data gathering stage for the Financials Project. The project would replace the North Carolina Accounting System (NCAS), which provides control over the State's fiscal policies and procedures, financial transactions, resource balances, and subsidiary accounts and records through a central general ledger and other uniform information databases. It also would replace the Cash Management System, and the Budget Preparation and Budget Revision systems. Highlights of this phase of the project include identifying the scope and putting together the information to support a proposal for a potential integrator. If approved, Phase II of the project (implementation) will commence in the later part of 2009 for a planned go-live by July 2011.

Data Integration Project (Plan due to the General Assembly by April 30, 2008) -- In a project separate from BEACON, the General Assembly directed OSC, in cooperation with the State Chief Information Officer, to develop a strategic plan to integrate the State's scattered databases so that agencies and programs can share information. Legislators included \$5 million this year and another \$5 million in 2008-09 to develop and implement the plan, which must include identifying priorities for database integration and an implementation schedule. The initiative also will include a demonstration project and development of a data governance structure for the State. 

As of Nov. 21,
there are
24 days
until the
BEACON
HR/Payroll
Project
Goes Live

FOR MORE INFORMATION,
PLEASE CONTACT:

**The BEACON HR/Payroll Change/
Communications Team**

919.431.6523

beacon.comm@ncosc.net

Robert L. Powell

State Controller

919.981.5454

Robert.powell@ncosc.net

Gwen Canady

Chief Deputy State Controller

919.981.5405

Gwen.canady@ncosc.net

Lowell Magee

BEACON Program Director

919.431.6511

Lowell.magee@ncosc.net

STATE OF NORTH CAROLINA
Office of the STATE CONTROLLER

Phone: 919.981.5454

Fax: 919.981.5567

E-mail: beacon@ncosc.net

Web: www.beacon.nc.gov